

ENTERPRISE INFORMATION SERVICES DUTY STATEMENT

Section	Enterprise Information Services (EIS)
Unit	Business Information System
Position Number	065-501-1312-037
Classification	Staff Information Systems Analyst (Specialist)
Date	10/28/2016

Supervision:

Under the general supervision of the Systems Software Specialist II (Supervisor), the Staff Information System Analyst (SISA) provides analytical and technical assistance for security activities for the Business Information System (BIS) Program.

Knowledge:

The incumbent serves as part of a highly-skilled technical team, providing technical expertise in user management, access authentication BIS Enterprise Resource Planning (ERP) applications. Specific expertise includes knowledge of SAP technology concepts, practices, and methods including the phases of the information systems development and analysis life cycle (SDLC). The incumbent is familiar with security, Active Directory, network firewall principals, security certificates, secure communication and has specific technical and complex understanding of SAP authorization structures. SAP Portal, Basis, and other associated SAP or non-SAP technologies.

Guidelines:

The incumbents should utilize initiative, creativity and resourcefulness in making recommendations for new policies, system enhancements, or configuration changes. In addition to state and federal laws and guidelines, the incumbent must adhere to the California Department of Corrections and Rehabilitation policy regarding behavior, or conduct, on the job. The SISA works independently and conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet, or exceed, the customer's expectations.

Scope and Effect:

The primary goal of the BIS Project is maintenances and operations of an integrated and standardized ERP Solution for the Department. The SISA will be required to work with the Technical Support team to help identify and review changes to new and ongoing development and maintenance project. The position identifies software changes and assesses the impact of changes in relation to current identified requirements

Complexity:

This position is part of a cross functional team and is responsible for supporting SAP Portal and Basis functions including SAP GUI and supporting client end software. Supporting End user software. SAP requests through Remedy ticketing system. The cross functional team provides technical expertise to the broader BIS Program to improve functionality, application delivery and user experience.

Personal Contact:

- Adult Institutions and Juvenile Justice Facilities – Wardens, Chief Deputy Wardens, Associate Wardens, Business Managers, Superintendent, Executive Superintendent, Assistant Superintendent, and Business Operations.
- Headquarters – Accounting Management, Accounting Policies and Procedures Section, Budget Management, Business Management, Facilities Planning and Maintenance, Contract Management, Enterprise Information Systems, Personnel Management, Labor Relations, Internal Affairs, and Health and Safety.
- Control Agencies - The Department of Finance, Department of General Services, State Controller's Office, Department of Personnel Administration, State Personnel Board and other Agencies as required.

Purpose of Contacts:

The incumbent must communicate effectively, both verbally and written, with subordinates, peers, clients, and customers at varying levels within the Department. This position, as BIS security staff, will work with

ENTERPRISE INFORMATION SERVICES DUTY STATEMENT

vendors, BIS team members, Department staff, consultants to identify, maintain and develop break fixes, code and standard business practices to be integrated into BIS.

The actual duties of the SISA include, but are not limited to, the following:

45%	SAP Security, Portal, Basis and Technical <ul style="list-style-type: none"> Responsible for defining, developing, testing and managing authorization roles in SAP ECC,R/3,XI,SCM,HR,FICO and BW. Creating and managing the Active Directory groups to support ERP access requirements. Own and assigning, SAP Security related help desk tickets to be resolved and tested. Understand HR authorization objects (master data, info types, etc). Build and maintain SAP user profiles and roles across the entire SAP landscape. Utilize SAP Security Tools (Profile Generator, CUA, SAP User Information Management System). Analyzing the ERP access requests and Segregation of Duties (SoD) conflicts. Supporting the BIS ERP development/Test/QA/Training environments for roll based project implementation. Complete the Application Change Management process and implement the changes in the production. Responsible for supporting Portal and Basis functions including SAP GUI and supporting client end software. Supporting End user software SAP requests through Remedy ticketing system. Provide SAP Portal support. Provide SAP basis support. Provide future application support, as needed.
35%	Software Development Life Cycle <ul style="list-style-type: none"> Participation in the BIS SDLC process. Design, develop, and test security profiles requirements. Design and develop report/form specifications. Design and develop business specifications. Design, develop, and manage MS Access data bases. Conduct the System Test. Test disaster recovery plan for respective areas. Provide technical expertise on future projects/solutions for BIS or EIS.
15%	SAP Product Matrix Expertise <ul style="list-style-type: none"> Use SAP notes to solve complex and cross-functional SAP problems. Coordination with other project functional teams on SAP product requirements and compatibility. Use the SAP product road map, technology changes, and make recommendation for process improvements.
5%	Training and Process documentation <ul style="list-style-type: none"> Prepare written documentation in a variety of formats including but not limited to: Microsoft Word, Excel, and Access, network, routes management. Complete all other duties as required.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____